Customer Feedback

Your views are valued!

We aim to provide fitness and fun for all the family in a safe, clean and affordable environment.

BLACKBURN with DARWEN BOROUGH COUNCIL

Please tell us what you think of our services. We welcome your comments.

Services	Excellent	Good	Average	Poor
Friendliness at reception	☺	☺	😐	☹
Promptness at reception	☺	☺	😐	☹
Friendliness of centre staff	☺	☺	😐	☹
Overall customer care	☺	☺	😐	☹
Quality of customer information	☺	☺	😐	☹
Cleanliness of changing room facilities	☺	☺	😐	☹
Cleanliness of toilet facilities	☺	☺	😐	☹
Cleanliness of shower facilities	☺	☺	😐	☹
Overall opinion of value for money for your visit	☺	☺	😐	☹
Overall satisfaction and enjoyment of your visit	☺	☺	😐	☹

My comments/suggestions

(Please enter details below)

Visit details

Name of centre .....

Visit day/date .....

Activity undertaken .....

Time of visit .....

Name .....

Address .....

.....

.....

Telephone .....

email .....

Other ways to comment

- Email
- Telephone
- Verbally to a Shift Officer
- Surveys
- Facebook

Thank you for taking the time to complete this form

Please return this form to any leisure centre reception or place in suggestion box.

**Wherever possible you will receive a written response within 10 days when requested.*

OFFICE USE ONLY Log no:

Please tick the box if you would like a response* ☐

Customer Charter

We promise to provide a high quality community, leisure and cultural services to borough residents and visitors. This customer promise sets out what you can expect from the service and how you can help us!

OUR PROMISE

- Staff will be welcoming, friendly and helpful
- We will make access to our facilities as easy and convenient as possible
- We will provide accurate and up to date information
- We will ensure that there is a high standard of comfort and cleanliness in all our facilities
- We will respond promptly and courteously to all customer enquiries
- We will ask for your suggestions and opinions on a regular basis.

PLEASE HELP US BY

- Making comments or suggestions at the time of your visit
- Assisting us to keep facilities clean and tidy by reporting any damage
- Respecting the need of other users and staff
- Being patient if there are any unforeseen circumstances which may affect the quality of service.

OUR SWIMMING POOLS WILL BE

- Maintained at a constant temperature in line with industry guidelines
- Balanced chemically and tested regularly to ensure customer comfort and safety
- Kept in a clean, safe and hygienic condition.

OUR ACTIVITIES WILL BE

- Clean and safe to use
- Furnished with equipment which is in good working order and checked and maintained regularly
- Ready for use within a reasonable period of the commencement of the booked period where equipment change-overs are necessary
- Illuminated, heated and ventilated to ensure comfort and safety.

WE WILL RESPOND TO

- Comments within 10 working days
- Telephone calls within 6 rings

ALL ANCILLARY AREAS (including changing rooms, showers and toilets) WILL BE

- Clean, hygienic and in good working order
- Checked by staff regularly throughout the day and remedial action taken where necessary
- Maintained at a temperature which is comfortable.

STAFF WILL BE

- Trained on a regular basis and appropriately qualified
- Easily identifiable by wearing their uniforms and name badges at all times
- Helpful, experienced and informative to ensure that your visit is safe and enjoyable.

FINALLY, WE WILL

- Ensure that the facility is clean, safe and well maintained
- Listen and be responsive to comments, complaints and suggestions
- Maintain a balanced programme of activities and services which cater for the needs of all sections of the community
- Set prices to ensure value for money
- Undertake regular surveys of our customers to ensure that we continue to meet their stated priorities.

Darwen Leisure Centre,
The Green, Darwen, BB3 1PW
Tel: (01254) 874900
Email: bwdleisure@blackburn.gov.uk

Blackburn Sports and Leisure Centre,
Feilden Street, Blackburn, BB2 1LQ
Tel: (01254) 585555
Email: bwdleisure@blackburn.gov.uk

Witton Park Arena,
Preston Old Road, Blackburn, BB2 2TP
Tel: (01254) 666966
Email: bwdleisure@blackburn.gov.uk

BwD LEISURE

REGENCY FITNESS
GYM | SWIM | CLASSES | SPA | SPORT

Find us on